

Overall Effectiveness and Progress of the Quality Improvement Program

South Country Health Alliance's (South Country's) diamond values – collaboration, stewardship, communication, and excellence – reflect our continued commitment to a model of managed care that incorporates not only medical, mental health, dental and chiropractic care, but also public health, social services, and other local resources so our members can receive necessary care in a comprehensive and cohesive manner. Our efforts aim to improve the health outcomes of our members and the quality of services provided to them, while containing health care costs.

South Country has adequate resources for our Quality Improvement Program. Our program crosses multiple departments internally in the South Country along with the services provided by our third-party administrators.

The quality committee structure is continually being evaluated and adjusted as needed. South Country's medical director participated in committees and workgroup meetings and chaired the Utilization Management Committee and the Medical Policy Review Committee. South Country's medical director along with a behavioral health professional and chiropractor also participate on various committees.

Our 2022 annual evaluation goes into detail in each of our Quality Improvement Program areas showing where we demonstrate the progress of our programs that meet and exceed network-wide safe clinical practices.

Highlights from 2022 include the following:

- **We earned a 4 Star Quality Rating from CMS on our SeniorCare Complete product for Star Rating 2023.** CMS implemented several changes to the Star Ratings Program including increasing the weights of experience measures and removing some COVID-19 PHE accommodations. Ongoing work and improvement initiatives continue. South Country's Star Ratings Workgroup collaborates to determine new initiatives and items to focus on how to maintain or increase our star ratings and care for our members. South Country continues to evolve in terms of defining its purpose and functionality and in developing effective intervention strategies that can be collaboratively implemented within the organization as well as with our providers and counties.
- **Successful HEDIS submissions.** South Country will continue to promote strong project team collaboration and clear communication between our HEDIS vendor and all departments in South Country. We continue to utilize skilled internal over readers for our medical record review section to check the accuracy of the compliant/noncompliant

status of medical record reviews. South Country will continue to review records for missed “opportunities” for abstraction and will re-chase or verify compliancy status of overreads conducted by South Country. Improvement initiatives were developed and implemented through a collaborative effort between several departments within South Country, including consultation with county staff and medical providers when applicable.

- **We continue to be a leader in working to address behavioral health needs.** The behavioral health department continued its connections with members after mental health hospitalizations. This follow-up initiative was critical throughout the COVID-19 pandemic due to the escalation in mental health symptoms in our country fueled by the increased uncertainty and isolation. South Country improved contact with the hospitals, our members, and the members’ mental health targeted case managers. Another unique program South Country members continue to access is the Healthy Pathways Program, which fills a gap for our members who need behavioral health support but are not eligible for mental health targeted case management (MH-TCM). Case managers help members to engage with mental health, substance use disorder, or other services. Healthy Pathways services continue to help South Country better understand the unmet needs of our members by providing additional points of data supplied by the member’s Healthy Pathways case manager.
- **Focused studies, performance improvement projects and chronic care improvement projects in 2022.** In 2022, we started two new focused studies related to cervical cancer screening and chlamydia screening. We also started a chronic care improvement project for SeniorCare Complete and AbilityCare focused on colorectal cancer screening and breast cancer screening, and we completed the second year of two performance improvement projects that focused on the Healthy Start for Mothers and Babies and Diabetes Care.
- **Maintaining program requirements amidst the changes brought about by the COVID-19 pandemic by remaining flexible to ensure that our members continued to receive the quality care needed to stay healthy.** We continued to promote health care through models such as telehealth visits with members either by video or phone, additional Facebook posts and on the South Country website, and continuing to meet and promote the best health for our members via different video conference platforms.
- **Our Health Equity Committee continued and new partnerships and collaboration with county and community partners.** South Country is collaborating with our Sibley County partners to understand any structural racism, social inequities and/or health disadvantages and to improve overall health outcomes for any Latinx SNBC members with a focus on disparities through a variety of interventions. South Country is also partnering with Kanabec County, the City of Mora, and Mora Area Youth Recreation Association to improve access to social and recreational activity for youth by reducing or

preventing adverse childhood experiences (ACEs). Kanabec County's access to exercise opportunities is significantly lower among the other counties within South Country's service area. We believe that participation in community recreation can enhance one's personal physical and mental health, which can translate into healthy and happier families and communities. Also, we worked with the HealthFinders Collaborative in 2022 to explore and understand any structural racism, social inequities and/or health disadvantages for members in Steele, Dodge and Waseca Counties and to look for ways to collaborate on efforts to improve their overall health.

South Country's participation in the Association for Community Affiliated Plans (ACAP) learning collaboratives has enhanced South Country's understanding of health disparities and how to reach out to communities that are disproportionately affected by the social determinants of health.

- **Complex Case Management improvement.** The complex case management team, in collaboration with the quality team, reviewed the complex case management data on a quarterly basis. This closer look took place to better understand some of the challenges in raising participation rates for this valuable program. Initiatives were developed to achieve a higher percentage of members opting in and completing the full assessment, care plan and successful program outcomes. The complex case management team has identified some other opportunities to provide materials to members who would like more information sent before moving forward with the program.